



911TRAINER.COM

THE ZONE

EXAM PROCTOR GUIDE

100-Point Skills Employment Evaluation

01 MULTI TASK SPLIT EAR

02 LISTENING SKILLS

03 INFORMATION RECALL

04 AUDIO VISUAL COORDINATION

05 KEYBOARDING

5 ZONES • 20 POINTS EACH • 100 POINTS TOTAL

911TRAINER.COM

911 PROFESSIONAL PRIDE, INC.



THE ZONE

Exam Proctor Guide

OVERVIEW

WELCOME TO THE 9-1-1 ZONE SKILLS EMPLOYMENT EVALUATION

SCORING

Each evaluation is worth 20 points for a total of 100.

IDENTIFY HIGHER SKILLS

Over ten years of using these evaluations in a college setting, these exercises have proved highly effective for identifying which students had a propensity, or previously attained useful skills, for the work of 9-1-1. This evaluation is not meant to screen “out” students but rather to identify those with exceptional skills. Previously, with no skills test, Comm Centers were left to conjecture or gut feeling.

AGENCY DESIGNED

We recommend offering the evaluation twice to measure improvement or allow for errors - you want to test skill. If your agency wishes to set minimum standards, that is your choice. If your agency wishes to limit re-takes to six months, that is your choice. There is no need for an outside source to grade this assessment - it's easy to do.

SETTING STANDARDS

The only important additional component for the skills testing is to first offer this assessment to your all learners. Their combined scores will set the high marks and low marks for comparison and serve as substantiation for your skills teaching process. You may also want to give the test to a set of citizens.

FOLLOWING DIRECTIONS

In each of the exercises the student must follow very clear and explicit instructions. Caution them that they must do the evaluation as instructed. Allow questions after your detailed instructions. In several exams, random marking loses points. We are mostly looking for skills such as hearing, speed, coordination, accuracy of hearing and recording information - not simply test-taking skills.



THE ZONE

Exam Proctor Guide

ZONE 01

KEY - MULTI TASK SPLIT EAR

PURPOSE

This assessment was designed from a popular exercise used in training. The variety of pieces of information - coming sporadically from every direction - recreates the Comm Center atmosphere. Offer an example so students understand that letters and numbers are entered as groups.

SCORING

20 points possible. Add each column for correct entries. Use the total from the column with the least number of correct entries. Entries do not need to be in order, but must be in the correct column.

YOUR INSTRUCTIONS

You will hear information coming from all directions and sporadically. Write colors in the color column, three-number combinations in the number column, and three-letter combinations in the letter column. Do not ignore any column. If you miss something, keep moving. We are looking for accurate information in all columns.

NARRATIVE - READ ALOUD

This assessment provides an atmosphere similar to the Comm Center environment. With phone calls, radio traffic, communications in the room and other audible data, Telecommunicators must multi task while listening to many types of input at the same time. Each piece of information is either immediately vital or may become vital. During this evaluation you will hear colors, 3-number combinations and 3-letter combinations in stereo. Enter each item in the correct column. Your score is based on the column with the least correct entries.

AUDIO - COLORS

BLUE

RED

ORANGE

YELLOW

GREEN

PINK

BLACK

GOLD

WHITE

COPPER

MAROON

RED

PURPLE

BROWN

SILVER

YELLOW

BLUE

BLUE

BLACK



THE ZONE

Exam Proctor Guide

ZONE 01

ANSWER KEY - NUMBERS + LETTERS

NUMBERS

132

334

938

023

432

993

482

777

320

204

294

294

226

054

532

395

205

599

493

001

LETTERS

TOP

EKY

SLE

GOS

GOW

DOP

TOW

BOS

GOS

PTP

XVS

SLT

TTR

WOG

WOT

SSR

SQP

GKL

AOS

SLK



THE ZONE

Exam Proctor Guide

ZONE 01

CANDIDATE SHEET - MULTI TASK SPLIT EAR

You will hear a recording with colors, numbers, and letters. Fill in each column sequentially. Do not ignore any one column. If you miss a set, leave that space and continue. Try to fill all columns equally.

COLORS

NUMBERS

LETTERS



THE ZONE

Exam Proctor Guide

ZONE 02

KEY - LISTENING SKILLS

WHAT THIS REVEALS

Zone 2 identifies students with listening and reasoning skills. Assumptions, exaggeration, or adding unauthenticated details are exposed. High performers listen carefully, take notes, and accurately extract information from notes or memory.

SCORING

There are 20 total correct answers scattered through the three calls. Add the correct answers and enter that score on the back page. Incorrect answers may be deducted if you choose to score guessing.

YOUR INSTRUCTIONS

Listen to the information and take notes. After each call, move to the answer box. You may move between your notes and the answers. Use memory and notes to complete the answers.

CALL 1 - AUDIO SCRIPT

My name is Marko Jenkins. There's a fire behind my house at 792 Canterbury Lane, the kids down the street set the fire and they ran north towards Jenkins Elementary. One kid is Tracy Brian, he's tall and thin, and Charley Griggs is short and fat, one has a blue coat, Tracy has a black coat. I believe they set the fire with a lighter, I found it on the sidewalk. His father is the Fire Chief in Canterwood. These kids don't go to this school, I know them from St. Anthony's.

AFTER AUDIO: 2 MINUTES TO MARK TRUE ITEMS



THE ZONE

Exam Proctor Guide

ZONE 02

ANSWER KEY - CALL 1

- | | |
|---|---|
| ☐ ran to St. Anthony's | ☐ Caller is Charley |
| ☐ 729 | ☐ Woods on fire |
| ☐ 709 | ☒ Set with a lighter |
| ☐ Canterbury St | ☒ Left a lighter |
| ☐ Canterwood Ln | ☒ Mark is caller |
| ☐ Canterbury Ct | ☐ Fire Chief is neighbor |
| ☐ Suspects live behind | ☐ Tracey's dad Fire Chief |
| ☐ Suspects live next door | ☐ Chief of Canterbury |
| ☐ Ran south | ☐ Jenkins is caller |
| ☒ Ran north | ☒ Caller found lighter |
| ☐ Ran to Jenkins H.S. | ☐ Canterwood Ct |
| ☐ Ran to school | ☒ Blue & Black coats |
| ☒ Tracy is tall | ☐ Tracey is caller |
| ☐ Charley is tall | ☐ Occurred in evening |
| ☐ Brian is fat | ☐ Fire Chief enroute |
| ☒ Brian black coat | ☐ High School age |
| ☐ Tracey ran | ☐ Elementary school age |
| ☐ Field by school | ☐ Jr. High age |
| ☐ 779 | ☐ 10 minutes ago |
| ☐ Canterwood Av | ☐ Fire is spreading |
| ☐ Arson suspected | ☐ St. Anthony's H.S. |
| ☐ Caller Fire Chief | ☐ St. Anthony's JHS |
| ☐ All school age | ☐ St. Anthony's church |
| ☐ This morning | ☐ Previous arson arrests |
| ☐ 5 minutes ago | ☐ 7092 |
| ☐ Brian blue coat | ☐ Fire Chief of this town |
| ☒ 792 | ☐ Fire Chief knows both |
| ☐ Brian has no coat | |
| ☐ Tracy is black | |
| ☐ Fire in house | |



THE ZONE

Exam Proctor Guide

ZONE 02

ANSWER KEY - CALL 2

- | | |
|---|---|
| ☐ Patient name Brian | ☐ Code red |
| ☐ Many meds | ☒ No oxygen |
| ☒ Semi conscious | ☐ 772-5933 |
| ☐ 88 Jasper Av | ☐ Apartment B |
| ☐ Husband deceased | ☐ Apartment C |
| ☐ Pulse 89 | ☒ Patient 89 |
| ☐ Cardiac patient | ☐ Heart Attack |
| ☐ Husband called | ☐ Possible abduction |
| ☐ On oxygen | ☐ Possible deceased |
| ☐ Doctor is Rita | ☐ Semi Conscious |
| ☐ Had cardiac | ☐ Gave medication |
| ☐ Pt cannot breathe | ☐ Cannot find meds |
| ☐ Mary is nurse | ☐ Out of Oxygen |
| ☒ Had Chest Pain | ☐ Was very ill this AM |
| ☐ Husband out back | ☐ 88 Jasper Lane |
| ☒ Jasper Court | ☐ Substitute doctor |
| ☐ 98 Tenth Court | ☒ Home Health Care |
| ☐ Ambulance enr | ☐ Just out of Hospital |
| ☐ 88 years old | ☐ Husband called |
| ☐ Jenkins Court | ☒ Door was open |
| ☐ Patient is smoker | ☐ Husband called |
| ☐ Patient is chronic pain | ☐ Rita was missing |
| ☐ Door was missing | |
| ☐ 88 Jenkins Ct | |
| ☐ Paramedic on scene | |
| ☐ Rita Jasper real nurse | |
| ☐ Patient is with husband | |
| ☐ Caller name is Brian | |
| ☐ Substitution | |

AUDIO SCRIPT

My name is Charley Tracey and I'm a home care specialist. Usually the person who handles this home is Rita Jenkins and I've found one of her patients unconscious. She's Mary Brian an 89 year old woman with chronic asthma. She's been having chest pain lately, called this morning to say she couldn't get her oxygen bottle set up. I don't know where her husband is. The door was open which is unusual. We're here at 88 Jasper Court. I want you to send an ambulance and come to the back door, please.



THE ZONE

Exam Proctor Guide

ZONE 02

ANSWER KEY - CALL 3

☐ 550 in checks☒ **550 cash and checks**☐ Stadium High School☐ Canterweed H.S.☐ Black Harley☐ E. Canterwood☐ 505 W. Smith☐ Ran out front☐ Unknown direction☐ Assaulted customer☐ Black jeans☒ **Suspect blue coat**☐ Occurred 6 ago☐ Occurred 20 ago☐ Grabbed the waitress☐ Waitress injured legs☐ Jeans☐ Jeans coat☐ Caller is waitress☐ Left northbound☐ Left southbound☐ Took the till☐ Two biker types☐ Long hair☐ Blue leather coat☐ Suspect biker☒ **Leather glove**☐ Leather cap☐ Suspect white shirt☐ Manager calling☐ Waitress calling☐ juvenile male☐ Thin male☒ **Dennys**☒ **Suspect blue coat**☐ Suspect armed☐ grabbed \$500☐ Left on Harley☐ Armed robbery☐ 505 E Smith☐ 505 Smith E

AUDIO SCRIPT

A white guy just came in here and grabbed the till tray and all the money, he ran and knocked down one of the waitresses and ran out the back door. He had on a leather glove and jeans. We're at Dennys, 505 E. Smith, she isn't hurt but she can't walk. He got about \$550 in cash and he ran towards Canterwood High School with another guy with a thin, blue coat. I think I've seen him in here before riding a Harley. My name is Tracy Jasper.



THE ZONE

Exam Proctor Guide

ZONE 03

KEY - INFORMATION RECALL

PURPOSE

Often in communications, a dispatcher or call taker must find information quickly from a previous event. This exercise reveals recall, source identification, fact extraction, and the tendency to insert incorrect data through poor listening or assumption.

SCORING

20 correct lines. Award one point for each totally correct line. Partial answers receive no credit.

01	MARY	Call 2	11	LANE	Call 1
02	JENKINS	Call 1 + Call 2	12	COURT	Call 2
03	TRACY	Call 1 + Call 3	13	PURPLE	No call
04	89	Call 2	14	BACK DOOR	Call 2 + Call 3
05	BLACK	Call 1	15	JASPER	Call 2 + Call 3
06	NORTH	Call 1	16	NORTHBOUND	Call 1
07	SCHOOL	Call 1 + Call 3	17	CANTERWOOD	Call 1 + Call 3
08	BACK DOOR	Call 2 + Call 3	18	JEANS	Call 3
09	THIN	Call 1 + Call 3	19	BLACK CAR	No call
10	CHARLEY	Call 1 + Call 2	20	TENTH LANE	No call



THE ZONE

Exam Proctor Guide

ZONE 04

KEY - AUDIO VISUAL COORDINATION

WHAT THIS REVEALS

Ability to discern written data from audio information. Many choices are similar but not exact. High scores indicate careful data handling under time stress, plus memory aptitude and speed.

SCORING

20 correct answers. Add the total correct and record it on the score form. Score for correct answers only.

5 22399 - SE 302nd

Barnes & Noble
5005 NW Cherry Ct
Oregon plate TT4992
22309 SE 302nd
Hispanic female
Unit 422 enroute

8 Into building at 2234

9 Sgt. Smith

Ladder I talk to

11 five foot ten 240 lbs

12 Unit 1419 your pager

6 Chief 6 talk to ladder 1

2220 Cherrywood Ln
5005 NW Cherry Ln

16 40 by 40 tilt up

Unit 236 in pursuit
505 NW Cherry Ct
344 E. Main St
220 NW Cherry Ln

4 Oregon plate TT4922

15 pager # 324-4933

in service at station 5

Barnes Bookstore

Unit 442 enroute to

88 year old female

STA 5 in service

88 year old male

3 Lieutenant Smith

17 unit 263 in pursuit

1 22390 SE 302nd

2 334 E Main St

22309 SE 320

7 switch to frequency 3

13 Hispanic juvenile

Unit 419 your pager

20 334 E. Main

the air is restricted
220 Cherrywood Ln
in service at 2334

18 40 x 40 concrete tilt up

19 2220 Cherrywood Pl

fled southbound

10 5'10" 204 pounds

14 pager # 324-4339



THE ZONE

Exam Proctor Guide

ZONE 05

KEY - KEYBOARDING

PURPOSE

The typical typing test does not demonstrate the type of keyboarding required in a Comm Center. This test uses a pace approximating a person giving an address or other information. Accurate completion is approximately 35 words per minute.

SCORING

One point for each line typed correctly. This is a keyboarding and spelling assessment. Punctuation is not graded.

AUDIO WILL PLAY THESE 20 LINES

- 01 22390 SE 302nd Avenue W Gary West, 498-2943
- 02 334 E Main St Apartment #10 Tracy Hill, 324-2945
- 03 1001 10th Av W Barnes Bookstore, 392-0224
- 04 2220 Cherrywood Ln, Suite B, Computer Company, 294-4922
- 05 5005 NW Cherry Ct, Apartment B1, Bob Morgan, 394-0902
- 06 Unit 263 in pursuit northbound Central Av from 8th
- 07 Sam 12 requesting 1 10-28 on Oregon plate TT4922
- 08 Ladder 112 contact Chief 4 on pager number 324-4933
- 09 Engine 14 is back in service at station 5
- 10 Unit 442 enroute to County General Hospital with 1 patient
- 11 White male adult, 5' 10", 240 pounds, straight black hair
- 12 88 year old female unconscious, breathing normally
- 13 40 by 40 concrete framed tilt up with flames visible
- 14 Hispanic juvenile took cigarettes and fled southbound
- 15 Sergeant Jones contact Lieutenant Smith at the precinct
- 16 Engine 12 gaining entry into the building at 2234
- 17 Chief 6 talk to ladder 1 on frequency 2
- 18 All units switch to frequency 3
- 19 Unit 419 your pager is ready
- 20 All units be advised the air is restricted



THE ZONE

Exam Proctor Guide

SCORE

100-POINT SKILLS ASSESSMENT

NAME

AGENCY

ADDRESS

PHONE

ZONE SCORES

01 MULTI TASK SPLIT EAR

____ / 20

02 LISTENING SKILLS

____ / 20

03 INFORMATION RECALL

____ / 20

04 AUDIO VISUAL COORDINATION

____ / 20

05 KEYBOARDING

____ / 20

TOTAL SCORE

____ / 100